



Appeals Procedure

The following sets out the appeals procedure for Care Academy. This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal to the Head of Training and Education via one of the following methods:

Call: 01534 888237

E-mail: verity@lv.care

Write to: Care Academy, 1st Floor Charles House, Charles Street, St. Helier, Jersey, JE2 4SF.

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that Care Academy has not applied our procedures consistently or that procedures were not followed properly, consistently and fairly;
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment has disadvantaged them.

(Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure).

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far;
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

Appeals will be investigated and a review panel may be formed in order to reach a decision. We aim to investigate and respond to appeals within 4 weeks.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly. The Awarding Organisation is Highfield Qualifications and their appeals policy can be located on their website: www.highfieldabc.com. Alternatively, please speak to the Highfield team on 0845 2260350.

Should you address your appeal to Highfield and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator (for example, OFQUAL, SQA Accreditations or Qualifications Wales dependent upon the qualification). Either a representative of Care Academy or Highfield will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact the Head of Training and Education directly on 01534 888237 or email verity@lv.care.